AMENDMENTS TO THE CLAIMS

This listing of claims replaces all prior versions, and listings, of claims in the application:

1   1-28.   (Cancelled)

1   29.   (Previously Presented) The method of claim 42, wherein computing the costs based on
2   the probabilities of over-predicting the parts comprises computing the costs associated with
3   unnecessarily sending the corresponding parts to the onsite repair.

1   30.   (Previously Presented) The method of claim 42, wherein computing the costs based on
2   the probabilities of under-predicting the parts comprises computing the costs associated with not
3   sending the corresponding parts when needed to the onsite repair.

1   31.-32. (Cancelled)

1   33.   (Previously Presented) The method of claim 42, wherein computing the costs based on
2   the probabilities of over-predicting and under-predicting is according to:
3   numbers of times that the corresponding parts were under-predicted;
4   numbers of times that the corresponding parts were over-predicted;
5   numbers of times that the corresponding parts were correctly predicted.

1   34.   (Previously Presented) The method of claim 33, further comprising:
2   computing the probabilities of under-predicting the parts using the numbers of times that
3   the parts were under-predicted; and
4   computing the probabilities of over-predicting the parts using the numbers of times the
5   parts were over-predicted.

1   35.   (Cancelled)

1   36.   (Previously Presented) The method of claim 42, wherein determining the costs includes
2   determining an average of the costs associated with under-predicting and over-predicting the
3   parts.

1   37.   (Previously Presented) The method of claim 42, wherein selecting the subset of the parts

2   includes selecting the subset of the parts for transport to the onsite repair.

1   38.   (Currently Amended) A method executed by a computer, comprising:

2   determining, by the computer, costs of mis-predicting parts that may be replaced during

3   an onsite repair of a product in response to a repair history, wherein the costs are computed based

4   on probabilities of over-predicting and under-predicting the parts;

5   selecting, by the computer, a subset of the parts to be sent to the onsite repair in response

6   to the costs; and

7   selecting, by the computer, another subset of the parts for training of call qualifiers in

8   response to the costs.

1   39.   (Previously Presented) The method of claim 42, wherein selecting the subset of the parts

2   includes selecting the subset of the parts for flagging to call qualifiers.

1   40.   (Previously Presented) The method of claim 42, wherein selecting the subset of the parts

2   includes selecting the subset of the parts for stocking a repair vehicle.

1   41.   (Previously Presented) The method of claim 42, further comprising determining which

2   products are least desirable to support in response to the costs.

1   42.   (Currently Amended) A method executed by a computer, comprising:

2   determining, by the computer, costs of mis-predicting parts that may be replaced during

3   an onsite repair of a product in response to a repair history, wherein the costs are computed based

4   on probabilities of over-predicting and under-predicting the parts;

5   selecting, by the computer, a subset of the parts to be sent to the onsite repair in response

6   to the costs; and

7   determining, by the computer, which personnel to target for additional training in

8   response to the costs.

1   43.   (Cancelled).

1   44.   (Previously Presented) An apparatus having a computing device that determines costs of
2   mis-predicting parts that may be replaced during an onsite repair of a product in response to a
3   repair history and that selects a subset of the parts to be sent to the onsite repair in response to the
4   costs,
5   wherein the costs are computed based on probabilities of over-predicting and under-
6   predicting the parts,
7   wherein the computing device computes the costs based on the probabilities by
8   determining numbers of times that the corresponding parts were under-predicted and numbers of
9   times that the parts were over-predicted and numbers of times that the corresponding parts were
10   correctly predicted, the repair history containing the numbers of times that the corresponding
11   parts were under-predicted, the numbers of times that the parts were over-predicted, and the
12   numbers of times that the corresponding parts were correctly predicted.

1   45.   (Cancelled)

1   46.   (Previously Presented) The apparatus of claim 44, wherein the repair history includes an
2   identification of a set of parts sent to a set of prior onsite repairs and a list of actual parts needed
3   in the prior onsite repairs.

1   47.   (Cancelled)

1   48.   (Previously Presented) The apparatus of claim 44, wherein the costs determined by the
2   computing device comprise waste metrics for a plurality of sets of parts and the subset of parts
3   selected comprises less than all the sets of parts for the onsite repair in response to the waste
4   metrics.

1   49.   (Previously Presented) The apparatus of claim 44, wherein the parts are selected for
2   transport to the onsite repair.

1 50.   (Previously Presented) The apparatus of claim 44, wherein the parts are selected for
2 training of call qualifiers.

1 51.   (Previously Presented) The apparatus of claim 44, wherein the parts are selected for
2 flagging to call qualifiers.

1 52.   (Previously Presented) The apparatus of claim 44, wherein the parts are selected for
2 stocking a repair vehicle.

1 53.   (Previously Presented) The apparatus of claim 44, wherein the computing device
2 determines which products are least desirable to support in response to the costs.

1 54.   (Previously Presented) The apparatus of claim 44, wherein the computing device
2 determines which personnel to target for additional training in response to the costs.

1 55.   (Previously Presented) The method of claim 42, wherein determining the costs of mis-
2 predicting the parts is for a particular onsite repair of a particular product, and wherein selecting
3 the subset of the parts is for the particular onsite repair of the particular product.

1 56.   (Previously Presented) The method of claim 42, wherein determining the costs of mis-
2 predicting parts comprises determining the costs of mis-predicting corresponding sets of parts.

1 57.   (Previously Presented) The method of claim 56, wherein selecting the subset of parts
2 comprises selecting less than all of the sets of parts.

1   58.   (Currently Amended) A method executed by a computer, comprising:

2   determining, by the computer, costs of mis-predicting parts that may be replaced during

3   an onsite repair of a product in response to a repair history, wherein the costs are computed based

4   on probabilities of over-predicting and under-predicting the parts; and

5   selecting, by the computer, a subset of the parts to be sent to the onsite repair in response

6   to the costs,

7   wherein determining the costs of mis-predicting comprises determining expected wastes

8   for the corresponding parts, wherein each expected waste is computed based on a number of

9   times the corresponding part was under-predicted, a number of times the corresponding part was

10   over-predicted, a number of times the corresponding part was correctly predicted, a cost of over-

11   predicting the corresponding part, and a cost of under-predicting the corresponding part, wherein

12   the repair history contains the number of times the corresponding part was under-predicted, the

13   number of times the corresponding part was over-predicted, and the number of times the

14   corresponding part was correctly predicted.

1   59.   (Previously Presented) The method of claim 42, wherein computing the costs based on

2   the probabilities of over-predicting and under-predicting takes into account a cost of an extra trip

3   to a repair site and a cost of one of restocking and storing an unneeded part.

1   60.   (Previously Presented) The method of claim 42, wherein selecting the subset of parts

2   comprises selecting less than all the parts.

1   61.   (Cancelled).